SEAGATE

iOS User Manual

Welcome

The media app helps you manage media and documents that you copy to compatible wireless and network attached storage devices (NAS). It is available as an app for mobile devices or in a web browser. At home or on the go, use the media app whenever you want to enjoy your music, movies, and photos or, review important documents.

The media app supports a wide range of storage devices. However, your storage device might not support all the features documented in Help. Most storage devices present a Getting Started tutorial the first time you open the media app. Follow the tour to learn great tips on how to access and enjoy your content.

For information on software updates, FAQs, how-to videos, and support information, go to Seagate Support.

Click here to access an up-to-date online version
of this document. You will also find the most recent content as well as expandable illustrations, easier navigation, and search capability.

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Connecting Mobile and Storage Devices to Wi-Fi Networks

The following instructions describe how to:

- Connect mobile devices to a wireless storage device
- Connect a wireless storage device to a Wi-Fi network

Tip: You can use the media app to connect your mobile devices to compatible network-attached storage devices (NAS). Both the mobile device and the NAS must be connected to the same network.

Connect your mobile device to your wireless storage device

1. Download the free Seagate Media app from the iOS App Store.
2. Power on the wireless storage device. The Wi-Fi LED will blink for approximately one minute. Wait for the Wi-Fi LED to turn solid before moving to the next step.
3. On your mobile device, tap the **Settings** icon.
4. Tap **Wi-Fi** .
5. Select the storage device from the list of Wi-Fi networks.
6. Launch the media app.

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Connect your wireless storage device to a Wi-Fi network

The following instructions assume that you have already connected your mobile device to your wireless storage device.

Note: The storage device consumes more battery charge when it is connected to the Internet.

1. Tap on the **More** icon (⋯) on the upper right and select **Connected** (Wi-Fi icon).
2. Tap on the switch for **Connect to a Wi-Fi network**. Product is the name of your storage device (for example, Seagate Wireless or LaCie Fuel). The device will connect to trusted networks when the switch is enabled.
3. Tap on the network you want to join. If security is enabled on the selected Wi-Fi network, enter the password.
4. Optional. Tap on the checkbox for **Connect to this network automatically**.

5. Optional. Tap on the checkbox for **Secure this network**. This option prevents unauthorized users from accessing the network.
6. Optional. Tap **Join Network**. **(Note:** You may experience a brief interruption in the connection to the wireless storage device.)
7. Once connected, the Wi-Fi icon changes to reflect access to the Internet.

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Uploading, Downloading, and Sharing Files

When you upload a file to your wireless storage device or network-attached storage device, it is placed in one of the libraries according to its type: Videos, Photos, Music, or Documents. After you download a file from the storage device to your mobile device, it is managed by the operating system. When you share files, you share your files with your mobile device's apps.

Note: If you are transferring a large amount of content to your wireless storage device, it is recommended that you connect it directly to a computer rather than using a wireless connection. To learn how to copy content to your storage device using a computer, review the storage device's user manual.

Upload content from your mobile device to your storage device

1. Tap on the **Libraries and Folders** content menu (☰) on the far left. Choose your mobile device.
2. Tap on the folder with the contents you want to upload. For example, **Camera Roll**.
3. Tap on the select icon (check mark) on the upper right corner.
4. Tap on the items you want to upload. A check mark appears on each item that you select.
   - To deselect a single item, tap on it.
   - To select all files in the view, tap **Select Items** on the top left and tap **Select All**. To remove all selections, tap **Deselect All**.
5. Tap **Actions** on the upper right.
6. Tap **Upload**.

Note: Uploaded files can be viewed within media libraries or the device's folder. To view the folder, go to **Libraries and Folders** (☰) and tap on (is the name of your storage device, e.g. LaCie Fuel or Seagate Wireless). Tap on the device folder, e.g. **Tablet**. Browse the sub-folders to view the uploaded files.

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Download content from your storage device to your mobile device

1. Tap on the **Libraries and Folders** content menu (☰) on the far left. Choose your view (for example, Videos or Photos).
2. Tap on the Edit icon (check mark) on the upper right corner of the app screen.
3. Tap on the items you want to download to your mobile device. A check mark appears on each item that

you select.
   - To deselect a single item, tap on it.
   - To select all files in the view, tap **Select Items** on the top left and tap **Select All**. To remove all selections, tap **Deselect All**.
4. Tap **Actions** on the upper right.
5. Tap **Download**.

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Sharing Content

1. Tap on the **Libraries and Folders** content menu (☰) on the far left. Choose your view (for example, Videos or Photos).
2. Tap the Edit icon (check mark) in the top right corner of the app screen.
3. Tap the items you want to share. A check mark appears on each item that you select.
   - To deselect a single item, tap on it.
   - To select all files in the view, tap **Select Items** on the top left and tap **Select All**. To remove all selections, tap **Deselect All**.
4. Tap **Actions** on the upper right.
5. Tap the **Share** icon.
6. (Optional) Download the file before it can be shared.
   - The media app displays a notification when the file is ready for sharing. Tap the **Share File** notification to share the file.

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Monitoring file transfers

You can monitor the progress of files that are uploading and downloading in the Tasks screen.

1. From the home page, tap **Libraries and Folders** (☰) on the far left corner. Choose your library (e.g. Videos or Photos) from the selection drawer on the left.
2. Tap the **More** icon (⋯) on the upper right corner of the app screen and tap **Edit**.
3. Tap the items you want to transfer. A check mark appears on each item that you select.
4. Tap **Actions** and choose **Download** or **Upload**.
5. While downloads/uploads are in progress, tap the Notifications icon (🔔).
6. Tap **Downloads** or **Uploads**. The Tasks screen displays your transfer activities with a progress bar.

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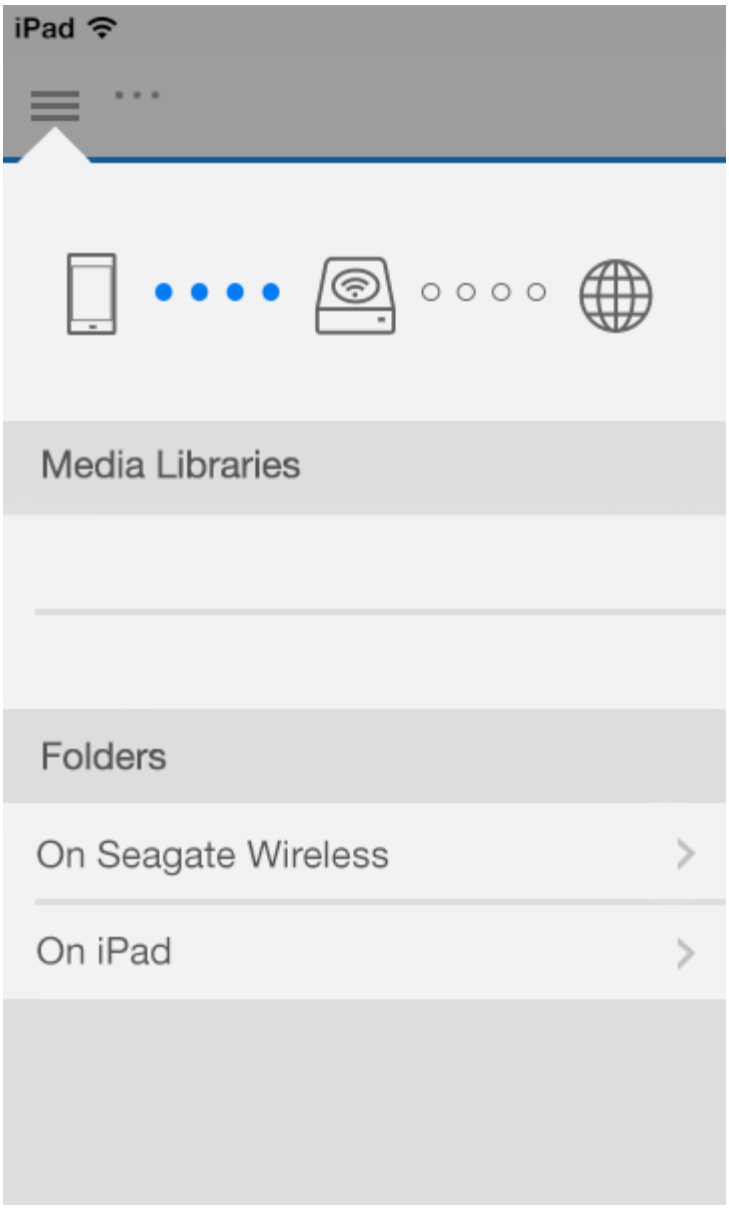
Viewing Media Libraries

You can view the media libraries and folders stored on your storage device as well as your mobile device.



1. Tap (☰) to access the **Libraries and Folders** menu.
2. In **Folders**, select your storage device or your mobile device.
3. In **Media Libraries**, tap the view to open the library and explore its contents.

Enjoying Your Media

You can view your media library using the media app or a web browser. The media app is highly recommended when using a tablet or a smartphone.

Tip for web access: To access your media library using a browser, connect to your storage device's Wi-Fi and type its URL address. Generally, the URL is **www.productname.com**, substituting the name of your storage device for "**productname**". See your device's user manual for the exact URL.

- Play Videos
- View Photos
- Listen to Music
- View Documents
- View Recently viewed items
- Cast your media

Play Videos

Watch a video

1. Tap on the **Libraries and Folders** content menu (☰) on the far left.
2. Tap **Videos**.
3. Tap on the video you want to play.

Tip: If the video has an exclamation mark, it might not be compatible with your mobile device. Visit Seagate Support for information on third-party players.

Watch multiple videos back-to-back

1. Tap on the **Libraries and Folders** content menu (☰) on the far left.
2. Tap **Videos**.
3. Tap on the select icon (check mark) on the upper right corner of the app screen.

> **Tip:** Long tap in the screen to switch to the selection mode.

4. Tap on the videos you want to play. A check mark appears on the selected videos. Videos play in a loop until the playback is stopped.
   - To deselect a single item, tap on it.
   - To select all items in the view, tap **Select Items** on the top left and tap **Select All**. To remove all selections, tap **Deselect All**.
5. Tap **Actions** on the upper right and choose **Play**.

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View Photos

View a single photo

1. Tap on the **Libraries and Folders** content menu (☰) on the far left.
2. Tap **Photos**.
3. Tap on the photo you want to view.
4. The photo appears on the screen. To exit the full screen view, tap on the photo and tap **Done** on the upper left.

Watch a slideshow

1. Tap on the **Libraries and Folders** content menu (☰) on the far left.
2. Tap **Photos**.
3. Tap on the select icon (check mark) on the upper right corner of the app screen.
4. Tap on the photos you want to play. A check mark appears on the selected photos. Photos play in the order of selection and continue as a loop until the playback is stopped.
   - To deselect a single item, tap on it.
   - To select all items in the view, tap **Select Items** on the top left and **Select All**. To remove all selections, tap **Deselect All**.
5. Tap **Actions** on the upper right and tap **Play**. The slideshow begins.
6. To review options for your slideshow, tap a photo as the slideshow plays, then tap the Slideshow icon on the upper right.
7. Select any of these slideshow options: Transitions, Slide timing, Music, Photo loop, and Photo shuffle.
8. Tap **Start Slideshow** to continue the slideshow with the new settings.
9. To exit the slideshow, tap on a photo and tap **Done** on the upper left.

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Create and save a slideshow

1. Tap on the **Libraries and Folders** content menu (☰) on the far left.
2. Tap **Photos**.
3. Tap on the select icon (check mark) on the upper right corner of the app screen.
4. Tap on the photos you want to add to the slideshow. A check mark appears on the selected photos. Photos are added to the slideshow in the order of selection.
   - To deselect a single item, tap on it.
   - To select all items in the view, tap **Select Items** on the top left and **Select All**. To remove all selections, tap **Deselect All**.
5. Tap **Actions** on the upper right and tap **New Slideshow**.
6. Choose one of the following:
   - **Add to an existing slideshow**. You are be prompted to choose a slideshow.
   - **Save as a new slideshow**. You are prompted to enter a name for the slideshow.

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Listen to Music

Play a song

1. Tap on the **Libraries and Folders** content menu (☰) on the far left.
2. Tap **Music**.
3. Tap on the song you want to play. A music playback window automatically appears, providing the time of the music track.

The playback window allows you to control how the music plays back: return to the start of the track, pause/play, skip the current track, continuous play (circular arrows), or random play (interconnected arrows).

To exit the music playback window, tap outside of the app screen; iPhones and iPods—tap **Done**. Music continues to play even when the window is not visible. To recover the music window, try one of the following:

1. Tap on the song that is playing
2. Tap on another song
3. Access the music player in **More** (▪▪▪)

Play multiple music tracks back-to-back

1. Tap on the **Libraries and Folders** content menu (☰) on the far left.

2. Tap **Music**.
3. Tap on the select icon (check mark) on the upper right corner of the app screen.
4. Tap on the tracks you want to play. A check mark appears on the selected tracks. Tracks play in the order of selection and continue as a loop until the playback is stopped.
   - To deselect a single item, tap on it.
   - To select all items in the view, tap **Select Items** on the top left and **Select All**. To remove all selections, tap **Deselect All**.
5. Tap **Actions** on the upper right and tap **Play**.

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Create a music playlist

1. Tap on the **Libraries and Folders** content menu (☰) on the far left.

2. Tap **Music**.
3. Tap on the select icon (check mark) on the upper right corner of the app screen.
4. Tap on the music tracks you want to add to the playlist. A check mark appears on the selected tracks. Tracks are added to the slideshow in the order of selection.
   - To deselect a single item, tap on it.
   - To select all items in the view, tap **Select Items** on the top left and **Select All**. To remove all selections, tap **Deselect All**.
5. Tap **Actions** on the upper right and choose **New playlist**.
6. Choose from the following:
   - **Add to existing playlist**. You are be prompted to choose a playlist.
   - **Save as new playlist**. You are prompted to enter a name for the playlist.

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View documents

View a document

1. Tap on the **Libraries and Folders** content menu (☰) on the far left.

2. Tap **Documents**.
3. Tap on the document you want to view.
4. Choose the app to use with the document.

Rename a document

Note: You can rename a single document. If you select more than one document, the rename action is not available.

1. Tap on the **Libraries and Folders** content menu (☰) on the far left.
2. Choose **Documents**.
3. Tap on the select icon (check mark) on the upper right corner of the app screen.
4. Tap on the document you want to rename. A check mark appears on the selected document.
   - To deselect a single item, tap on it.
5. Tap **Actions** on the upper right and tap **Rename**.
6. Type the new name and tap **Confirm**.

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Manage multiple documents

You can perform the following:

- Download
- Delete (**Note:** Deleting a file or folder will permanently remove it from your storage device.)

1. Tap on the **Libraries and Folders** content menu (☰) on the far left.
2. Tap **Documents**.
3. Tap on the select icon (check mark) on the upper right corner of the app screen.
4. Tap on the documents you want to manage. A check mark appears on the selected documents.
   - To deselect a single item, tap on it.
   - To select all items in the view, tap **Select Items** on the top left and **Select All**. To remove all selections, tap **Deselect All**.
5. Tap **Actions** on the upper right and choose **Download** or **Delete**.

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Review recently viewed items

1. Tap on the **Libraries and Folders** content menu (☰) on the far left.
2. Tap **Recent**.
3. By default, you can see Recent Videos. Tap on the video you want play.
4. To choose another library (e.g. Photos or Music), tap on the filter icon (down arrow) on the upper left.
5. Tap on the library you want to view.

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Cast your media

Cast media from your wireless device to the big screen. Seagate Media is now compatible with Google Chromecast, LG TV 2012 and 2013 models, LG TV with webOS, and Roku. Casting media from your Seagate wireless device to any of these devices allows you to enjoy your content on your TV—movies, TV shows, music, photos, and more.

You can multitask on the mobile device without interrupting playback. For example, you can search for a second video while the first one is casting to your TV. Some Cast devices allow you to play, pause, seek, and control volume on your mobile device.

Getting started with Chromecast or Roku

1. Configure the Chromecast/Roku on your TV and Wi-Fi network per the manufacturer's instructions.
2. Start the Seagate Media app on your mobile device.
3. Connect to your Seagate Media compatible storage.
4. Confirm that the storage device is connected to the same network as the Chromecast/Roku.
5. Tap the Cast icon ( ).
6. Select a cast device (Chromecast or Roku).
7. Choose a video, photo, or music track to start casting.

Visit the manufacturers' websites for further information on Chromecast and Roku.

Getting started with LG TV

1. Turn on your LG TV.
2. Connect the LG TV to your Wi-Fi network.
3. Start the Seagate Media app on your mobile device.
4. Connect to your Seagate Media compatible storage.
5. Confirm that the storage device is connected to the same network as the LG TV.
6. Tap the Cast icon ( ).
7. Select your LG TV.
8. Choose a video, photo, or music track to start casting.

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Using Seagate Media Controls

Note: Media app controls are dependent on your mobile device. Mobile devices with smaller displays might place controls in **More** (▫▫▫).

1. Tap to select the Media Libraries or Folder view.
   - **Media Libraries**: Access your videos, photos, music and documents.
   - **Folders**: Select the source of your content: your mobile device or your storage device.
2. Your current view.
3. Tap the down arrow to sort content (Title, Date, Size, and Type) or to select a View (Thumbnails and List).
4. Review the number of items displayed on the page and total amount of items.
5. Tap to open **Search**.
6. Tap to select items.
7. Tap to see all notifications: Notifications let you know about new features and help with set up. Warnings appear if there is a problem with the storage device (for example, low battery).
8. Tap (▫▫▫) to view additional options including Refresh, Wi-Fi, Users, Battery use, Settings, and Help.

Sorting, Viewing, and Filtering Content

The Media app gives you options for sorting, viewing, and filtering your content.

Sort

Tap on the down arrow (⌄) on the left of the screen and tap **Sort by**.

Choose:
- Title
- Date
- Size
- Type

View

Tap on the down arrow (⌄) on the left of the screen and tap **View**.

Choose:
- Thumbnails
- List

Filter

Videos, photos, and music are automatically filtered within each respective library. The first row of a library includes:
- **Videos:** Albums; Genre; and Years
- **Photos:** Albums; Day Taken; and Slideshows
- **Music:** Albums; Artists; Genre; and Playlists

You can also filter content within the **Recent** Library and the device's folder. Tap on the **Libraries and Folders** stack on the far left and tap **Recent** or the name of your storage device.
Tap on the down arrow (⌄) on the left of the screen and tap **Show**. Filter files by:

- Videos
- Music
- Photos
- Documents

Customizing Your Storage Device

The media app provides two levels for customizing your storage device: **More** and **Settings**. You can review and change options to suit your needs.

> **Note:** Your storage device might not support all features listed below.

More

The **More** icon (⋯) is available on the top right of the app's screen. Tap it to see the menu.

- **Refresh:** Refresh the page.
- **Connected (Network):** Join the storage device to a Wi-Fi network; disconnect the storage device from the Wi-Fi network; enable the option to connect to the Wi-Fi network automatically; and, enable the option to secure the network, which prevents unauthorized users from accessing the Wi-Fi.
- **Users:** See how many devices are connected to the storage device.
- **Battery:** See the percentage of battery power available to the storage device. Tap on the battery icon to enable ECO mode.
- **Help:** Tap **Help** for tips on how to use your wireless storage.

Settings

> **Note:** Your storage device might not support all of these features.

Settings is available in the **More** menu. Tap it to see the **Settings** menu.

- **Application Settings:** See the version of the app, change the language, and, clear the storage device's cache.
- **Server Settings:** Change the name of the storage device and enable password protection for your storage device. Enable and disable Stream and Download; shut down and restart the storage device, and reset the storage device to factory default.
- **Auto Upload**: Turn on and off; customize how you back up photos and videos to your storage device.
- **Remote access:** Set up your mobile device to remotely access content on your compatible network attached storage. To successfully access content remotely, you must create a remote access account on your network attached storage device.
- **Power Settings:** Conserve battery life by enabling ECO mode. See the Help section Conserving Battery Life.
- **Cloud Storage:** This option will only appear when your storage device is connected to a Wi-Fi network with access to the Internet. You can use this option to sync files with your Dropbox or Google Drive accounts. Your cloud storage login and password are required to link the storage device to the account.

> **Note:** Google Drive is not available on all storage devices.

- **About**: Review versions of the media app and your storage device. You can also review capacity and if applicable, other connected devices.
- **About (Advanced)**: Review the network settings for your storage and mobile devices.
  - Database cache (improves browsing speed when enabled)
  - Download and play (improves battery performance when enabled)
  - Prefetch (improves scrolling performance when enabled)
  - Check the status of a firewall
  - Reset the device to factory default
- **Report a problem:** Send an email to report a problem with the media app.

Managing Content on Your Storage Device

- Move content
- Copy content
- Rename content
- Delete content

Move content

When you move content on your storage device, you are changing its physical location.

1. Tap on the **Libraries and Folders** content menu (☰) on the far left.
2. Under **Folders**, tap on your wireless storage device.
3. Tap on a folder to reveal its contents and navigate to the folder or files you want to move.
4. Tap on the select icon (check mark) on the upper right and tap on the folders or files to move. A check mark appears on each item that you select.
   - To deselect a single item, tap on it.
   - To select all items in the view, tap **Select Items** on the top left and **Select All**. To remove all selections, tap **Deselect All**.
5. Tap **Actions** on the upper right and tap **Move**.
6. To begin browsing for the destination folder, tap on the folder on the upper left corner. The folder has an ellipse.
7. Navigate to the destination folder.
8. Tap **Move here** on the upper right corner.

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Copy content

1. Tap on the **Libraries and Folders** content menu (☰) on the far left.
2. Under **Folders**, tap on your wireless storage device.
3. Tap on a folder to reveal its contents and navigate to the folders or files you want to move.
4. Tap on the select icon (check mark) on the upper right and tap on the folders or files to copy. A check mark appears on
   each item that you select.
   - To deselect a single item, tap on it.
   - To select all items in the view, tap **Select Items** on the top left and **Select All**. To remove all selections, tap **Deselect All**.
5. Tap **Actions** on the upper right and tap **Copy**.
6. To begin browsing for the destination folder, tap on the folder on the upper left corner. The folder has an ellipse.
7. Navigate to the destination folder.

8. Tap **Copy here** on the upper right corner.

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Rename content

> **Note:** You can rename a single file or folder. If you select more than one item, the rename action is not available.

1. Tap on the **Libraries and Folders** content menu (☰) on the far left.
2. Under **Folders**, tap on your wireless storage device. All contents on your drive display as folders.
3. Browse to the folder or file that you want to rename.
4. Tap on the select icon (check mark) on the upper right and tap on the folder or file to rename.
   - To deselect a single item, tap on it.
5. Tap on **Actions** on the upper right and tap **Rename**. If Rename is greyed out, you have selected more than one item.
6. Type a new name for the file and tap **Confirm**.

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Delete content

> **Note:** Deleting a file or folder will permanently remove it from your storage device.

1. Tap on the **Libraries and Folders** content menu (☰) on the far left.
2. Under **Folders**, tap on your wireless storage device.
3. Tap on a folder to reveal its contents and navigate to the folders or files you want to delete.
4. Tap on the select icon (check mark) on the upper right and tap on the folders or files to delete. A check mark appears on each item that you select.
   - To deselect a single item, tap on it.
   - To select all items in the view, tap **Select Items** on the top left and **Select All**. To remove all selections, tap **Deselect All**.
5. Tap **Actions** on the upper right and tap **Delete**.
6. Tap **Delete** on the upper right corner to permanently remove the files or folders from the storage device.

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Conserving Battery Life

Note: Your storage device might not support all features listed below.

Power settings

You can prolong battery life by enabling ECO mode on your mobile storage.

1. Tap on the **More** icon ( ) on the upper right and select the battery icon.
2. Enable ECO mode by tapping on its switch.

When playing a video, the storage device uses your mobile device's memory to temporarily store the video content. By using the mobile device's memory, the storage device can enter sleep mode to conserve its battery.

Stream and download

You can stream and download a movie to extend the battery life of your storage device. When this setting is enabled, when you stream a movie, the Seagate Media app automatically downloads the movie to your mobile device. After the movie has been downloaded, the storage device goes to sleep. You can continue to watch the movie while it downloads

Important info: You cannot have your storage device connected to the Internet and Stream and download.

1. Tap on the **More** icon on the top right and then tap **Settings**
2. Tap **Application Settings** and confirm that and is enabled.

Power settings options

The Energy Conservation gauge reveals your energy status. Your status changes when you turn services or features on or off. By enabling ECO mode, two non-critical services have been turned off:

DLNA: Allows DLNA playback devices on the network to view and play media files stored on the wireless storage device. DLNA playback devices can be smart televisions, media servers, game consoles, and tablets.

SAMBA: Allows computers on the network to connect to the wireless storage device as a network volume.

Turning it off does not prevent access to the storage device using a web browser.
Even when ECO mode is enabled, you can manually turn on DLNA and SAMBA. Go to Power Settings and tap on the switch for the respective service. It is recommended that you disable the service as soon as possible for optimal battery performance.

Battery performance

To achieve optimal energy conservation:

- Enable ECO mode
- Disable DLNA and SAMBA
- Do not connect your storage device to the Internet while it is connected to your mobile device.
- Confirm that **Download and play** is enabled in **Settings > About > Advanced**

Updating the Media App and the Storage Device

Update the media app

Updates to the app are managed by the operating system. To manually check for updates to Seagate Media, make certain that your mobile device is connected to the Internet.

Review the current version of the media app

1. Tap on the **More** icon (ellipse) on the upper right and tap **Settings**.
2. Tap **About** and check **App version**.
3. Go to the iOS App Store and see if a newer version of Seagate Media is available.

Update the storage device

When your storage device is connected to the Internet, the Seagate Media server automatically checks for new firmware and updates your storage device in the background.

Review the current version of the storage device's firmware

1. Tap on the **More** icon (ellipse) on the upper right and tap **Settings**.
2. Tap **About** and check **Firmware version**.
3. For information on firmware updates, go to Seagate Support and choose your storage device.

Accessing Multiple Storage Devices on the Same Network

The media app can detect more than one compatible storage device on a network. For example, you connect a wireless storage device and a network-attached storage (NAS) device to your home network. Provided that both are compatible with Seagate Media, you can switch between the two storage devices when you connect your mobile device to the same network.

Add your devices to your network

All devices, including the mobile device, must be connected to a single network.

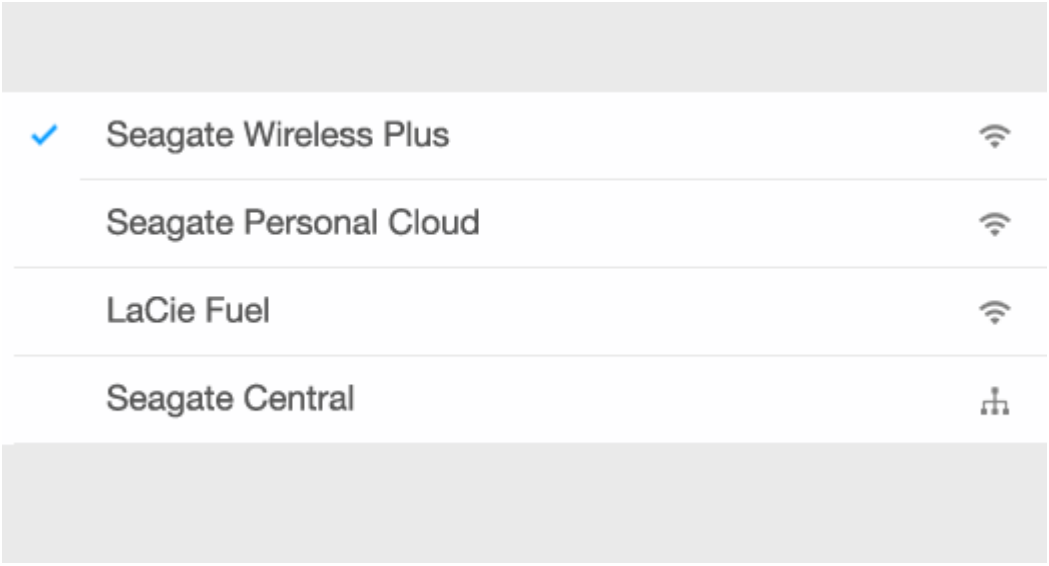
1. Use the media app to join the wireless storage device to your home network Wi-Fi.
2. Use the mobile device's Wi-Fi settings to connect it to your home network Wi-Fi.

> **Tip:** For access to multiple disks on a network, make certain that your mobile device changes its Wi-Fi connection from the wireless storage device to your home network Wi-Fi.

3. Connect your NAS to your home network via Ethernet. See the NAS's user manual for instructions.

Choose the storage device

1. Tap on the **More** icon (⋯) on the upper right and tap **Connected**.
2. Tap on the storage device you want to access.



3. Tap **Close**.

Troubleshooting:
For instructions on how to connect a compatible wireless storage device to your network, see the Help section Connecting Mobile and Storage Devices to Wi-Fi Networks. See the NAS's user manual for instructions on how to connect it to the network.

Accessing Your Media Remotely

You can use the media app to remotely access content on your network-attached storage (NAS).
Before following the instructions below, you must create a remote access account on your compatible NAS. See the user manual for your NAS for further details.

1. Tap on the **More** icon (⋯) on the upper right and tap **Settings**.
2. Tap on **Remote access**.
3. Enter your remote access email address and password. Tap **Sign in**.
4. In the list of storage devices, select your NAS. You can access files on the NAS's folder.

To troubleshoot remote access issues:

- Verify that Remote Access is enabled on your NAS.
- Verify that your NAS has access to the Internet.
- Visit Seagate Support

Accessing Cloud Storage

Note: Your storage device might not support cloud storage and not all storage devices support Google Drive.

You can synchronize files on your storage device with your Dropbox for Google Drive accounts. To access this option, your mobile device must be connected to a wireless storage device, and your storage device must be connected to the Internet. Learn how.

Set up your cloud

1. Tap on the **More** icon on the upper right and tap **Settings**.
2. Tap **Cloud Storage**.
3. Select one of the following:
   - Create a Dropbox or Google Drive account.
   - Sign in to your existing Dropbox or Google Drive account.

Troubleshooting

- Files take awhile to appear
- Cannot connect to a wireless device or network-attached storage device
- Video, song, or file does not play
- iTunes® content does not appear
- Reformatted hard drive for Mac

Files take awhile to appear on the storage device

The media app performs a one–time scan of the content that you copied to your wireless and network-attached storage devices. The scan can take time when the storage device has a good amount of files.
If you recently copied content to your storage device and you do not see your files, tap on the **More** icon (ellipse) and tap **Refresh**.

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Cannot connect to a wireless device or a network-attached storage device

- A low battery charge might cause issues with the Wi-Fi connection. If you have an intermittent connection, check your battery charge by tapping on the **More**icon (ellipse). The amount of charge available is listed next to the battery icon. You can tap on the battery icon for further information.
- Confirm that your storage device is disconnected from your computer and powered on. Make certain that the Wi-Fi LED is solid blue. The Wi-Fi is disabled when the wireless storage device is attached to a computer via USB or another wired connection.
- On your mobile device, check whether the storage device's wireless network is selected on the network list. If you move out of the storage device's wireless range, your mobile device will disconnect from the Wi-Fi signal. The maximum range is approximately 145 ft./44 m. In addition, obstructions, such as walls and other interference can affect the strength of the signal. Try reconnecting to the Wi-Fi network.
- You may have exceeded the maximum users. To identify how many users are connected, tap the More icon (▪▪▪) and tap Users. Review your storage device's user manual for the number of user's supported by your device.
- Tap on the **More** icon (ellipse) and tap **Refresh**.
- Power off the storage device, wait 10 seconds and then power it on. Relaunch the media app.

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Video, song, or file does not play or open

You can copy any file to your storage device, however, the device to which you stream your media files can play only the file formats that it supports. Seagate Media does not convert files to other formats. See your mobile device's specifications for a list of supported file types.

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iTunes content does not appear

If you purchased content from iTunes®, you must authorize your Apple device with iTunes to play the content. To authorize the content, connect your Apple device to your computer and then start iTunes.

Videos purchased from iTunes are DRM (Digital Rights Management) protected. To play these videos from your storage device, you must first sync your Apple device with your iTunes account. When you use the Seagate Media app to play a video purchased from iTunes, it plays in a Safari browser.

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Reformatted hard drive for Mac

Do not allow Time Machine® to use your storage device for backups. Doing so will reformat the storage device's hard drive.
If you reformatted the storage device by mistake, you can set it back to its original format. Visit your device's support website for further details: Seagate wireless products or LaCie wireless products.

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